



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/622,332	07/18/2003	Steven M. Kaye	F-661	4827

7590 06/18/2007
Pitney Bowes Inc.
Intellectual Property & Technology Law Department
35 Waterview Drive
P. O. Box 3000
Shelton, CT 06484

EXAMINER

THERIAULT, STEVEN B

ART UNIT	PAPER NUMBER
----------	--------------

2179

MAIL DATE	DELIVERY MODE
-----------	---------------

06/18/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/622,332	KAYE ET AL.	
	Examiner	Art Unit	
	Steven B. Theriault	2179	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 23 March 2007.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Art Unit: 2179

DETAILED ACTION

1. This action is responsive to the following communications: Amendment filed 03/23/2007.

This action is made Final.

2. Claims 1 -20 are pending in the case. Claims 1 and 11 are the independent claims. Claims 21-26 have been cancelled and thus the claim objection and 101 rejection presented in the previous office action are now considered moot.

Claim Rejections - 35 USC § 102

3. **The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:**

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. **Claims 1, 3 – 7, 9, 11, 13 – 17, and 19 are rejected under 35 U.S.C. 102(e) as being anticipated by Matthews et al. (Publication No. 2004/0139156).**

As to independent claim 1, Matthew et al. teaches:

A method of helping a person (see e.g., para. [0016], lines 1 – 3; i.e., person to person technical solution and assistance) to use or prepare to use (see e.g., para. [0021], lines 16 – 18; i.e., to use or prepare to use corresponds to a product manual, wherein a product manual is used to prepare a consumer to use a product) a paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices), comprising the steps of: receiving a call for help from the person (see e.g., para. [0030], lines 5 – 8; i.e., incoming

customer calls are routed to skilled and available productivity consultants) to a remote service bureau (see e.g., para. [0020], lines 3 – 6; i.e., the assistance of helping users are provided by human assistants in remote locations); checking a user profile of the person (see e.g., para. [0023], lines 20 – 25; i.e., the user profile of the person corresponds to preferred language of the user, product knowledge, product previously inquired, and product knowledge); checking an equipment profile of the person (see e.g., para. [0028]; i.e., the equipment profile corresponds to the unique identifier, which can be the serial number or model number of the product); receiving a video uplink from a person's location; and providing interactive assistance from the remote service bureau to the person and seeing a visual image from the person's location (see e.g., para. [0030], lines 13 – 15; i.e., interactive assistance corresponds to two way video, telephony, chat and/or e-mail support and Para 205, the use of Net Meeting, which is a video-conferencing tool providing a video image from the user's location (See also Para 0218-0290)), in response to the call (see e.g., para. [0030], lines 6 – 8; i.e., incoming call from users are routed to the appropriate skilled productivity consultant), wherein the interactive assistance is based at least partly upon the user profile, the visual image, and the equipment profile (see e.g., para. [0030], lines 1 – 8; i.e., customer profiles are created to match appropriate skilled productivity consultants in order to diagnose or support the user and Para 0190-0193 as an equipment profile of the device to be used by the user and Para 0194-201, a subscriber profile is used to tailor the content to the user and Para 0205 shows the content includes a Net Meeting conference that is tailored to the user (See also Para 0096, 0113, 0123 and 0213)).

As to dependent claim 3, Matthews et al. teaches:

The method of claim 1, further comprising the step of receiving a video uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., the human assistant assists a user requesting for help by updated video link and video signals carrying the assistant's image), in order to provide the interactive assistance based partly upon seeing a visual image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., a video signal carrying the

Art Unit: 2179

assistant's image is sent to the computer of the user requesting for help (See also Para 0096, 0113, 0123 and 0213).

As to dependent claim 4, Matthews et al. teaches:

The method of claim 3, further comprising the step of receiving a data uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., the person requesting for assistance can be routed to a human assistant, wherein the human assistant can interact with the requester by updated video link), allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine (see e.g., para. [0033], lines 18 – 23; i.e., the direct communication link includes synchronous video, wherein the system allows application sharing and screen sharing of the hardware device).

As to dependent claim 5, Matthews et al. teaches:

The method of claim 1, wherein the method includes the step of sending a remote control signal (see e.g., para. [0041], lines 11 – 19; i.e., the sending of a remote control signal corresponds to the assistant requesting to remotely control the keyboard and cursor movement of the requester) from the remote service bureau to the paper processing machine (see e.g., para. [0041], lines 11 – 19; i.e., the assistant may request for remote control of the keyboard entries and cursor movements, which then allows the assistant to remotely control one or more applications currently active), for remotely operating or adjusting the paper processing machine (see e.g., para. [0041], lines 11 – 19; i.e., once the remote control request is granted to the assistant, the assistant is able to remotely control applications, such as operating and adjusting devices).

As to dependent claim 6, Matthews et al. teaches:

The method of claim 1, wherein the user profile (see e.g., para. [0028], lines 4 – 7; i.e., the user profile corresponds to creating a record or user profile) or the equipment profile (see e.g., para. [0028], lines 1 – 4; i.e., the equipment profile corresponds to the unique identifier, wherein the unique identifier includes the serial number or model number of the hardware device) or both or parts thereof are sent with the call to the remote service bureau (see e.g., para. [0028]; i.e., the

Art Unit: 2179

unique identifier and user record or profile are sent and stored as a function at the information provider organization).

As to dependent claim 7, Matthews et al. teaches:

The method of claim 1, wherein the user profile or the equipment profile or both or parts (see e.g., para. [0028], lines 4 – 12; i.e., the record corresponds to user information and unique identifier) thereof are stored at the remote service bureau between calls for assistance (see e.g., para. 0023], lines 12 – 14; i.e., the user identifier is matches to a record stored at the remote service bureau, wherein the record corresponds to the user profile, or equipment profile or both or parts).

As to dependent claim 9, Matthews et al. teaches:

The method of claim 1 wherein all communication between the person's location and the remote service bureau is accomplished via two respective personal computers (see e.g., para. [0016], lines 18 – 26; i.e., the human assistant maybe seated at a computer device, wherein the updated video link carrying the assistant's image is sent to the help requester's computer) linked by the Internet (see e.g., para. [0016], lines 12 – 15; i.e., the program establishes an Internet connection over a network to assist users requesting for help).

As to independent claim 11, Matthew et al. teaches:

A system for helping a person (see e.g., para. [0016], lines 1 – 3; i.e., person to person technical solution and assistance) use or prepare to use (see e.g., para. [0021], lines 16 – 18; i.e., to use or prepare to use corresponds to a product manual, wherein a product manual is used to prepare a consumer to use a product) a paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices), comprising: a user terminal at the person's location; wherein the user terminal is equipped with a video camera for providing a video image of the person's location (see e.g., para, [0016], lines 23 – 24; i.e., computer of the help requester and Para 205, the use of Net Meeting, which is a video-conferencing tool providing a video image from the user's location (See also Para 0218-0290));

an operator terminal (see e.g., para. [0016], line 18 – 19; i.e., human assistant computer device) at a remote service bureau (see e.g., para. [0020], lines 3 – 6; i.e., the assistance of helping users are provided by human assistants in remote locations), responsive to a call for help from the user terminal and the video image of the person's location (see e.g., para. [0030], lines 5 – 8; i.e., incoming customer calls are routed to skilled and available productivity consultants and (See also Para 0096, 0113, 0123 and 0213)), the operator terminal having capacity to access a user profile, the video image (see e.g., para. [0023], lines 20 – 25) and an equipment profile (see e.g., para. [0028] and Para 0204-0209)), and the operator terminal also having capacity to provide interactive assistance to the user terminal based at least partly upon the user profile, the video image and the equipment profile (see e.g., para. [0030], lines 1 – 8; i.e., customer profiles are created to match appropriate skilled productivity consultants in order to diagnose or support the user (See also Para 0096, 0113, 0123 and 0213)).

As to dependent claim 13, Matthews et al. teaches:

The system of claim 11, wherein the user terminal is equipped with a video camera (see e.g., para. [0065], lines 13 – 15; i.e., the video camera corresponds to the digital device installed on the end-users terminal) for providing a video image to the operator terminal (see e.g., para. [0030], lines 13 – 15; i.e., the interaction of productivity consultant and user requesting for help can include live two way video), and wherein the interactive assistance is based at least partly upon the video image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., a video signal carrying the assistant's image is sent to the computer of the user requesting for help).

As to dependent claim 14:

Claim 14 incorporates substantially similar subject matter as claimed in claim 4, and are respectfully rejected along the same rationale.

As to dependent claim 15:

Claim 15 incorporates substantially similar subject matter as claimed in claim 5, and are respectfully rejected along the same rationale.

Art Unit: 2179

As to dependent claim 16:

Claim 16 incorporates substantially similar subject matter as claimed in claim 6, and are respectfully rejected along the same rationale.

As to dependent claim 17, Matthew et al. teaches:

The system of claim 11, further comprising a database (see e.g., para. [0065], lines 26 – 28; i.e., the database includes previous profiles used to appropriately route incoming calls to productivity consultants) at the remote service bureau wherein the user profile or the equipment profile or both or parts thereof are stored (see e.g., para. 0023], lines 12 – 14; i.e., the user identifier is matches to a record stored at the remote service bureau, wherein the record corresponds to the user profile, or equipment profile or both or parts).

As to dependent claim 19:

Claim 19 incorporates substantially similar subject matter as claimed in claim 9, and are respectfully rejected along the same rationale.

Claim Rejections - 35 USC § 103

5. **The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:**

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

6. **Claims 2, 8, 10, 12, 18, and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Matthews et al. (Publication No. 2004/0139156) in view of Boies et al. (Publication No. 2002/0194011).**

As to dependent claim 2, this claim is analyzed with respect to claim 1 as previously discussed above. Matthews et al. teaches an interactive assistance (see e.g., para. [0030], lines 13 – 15; i.e., interactive assistance corresponds to two way video, telephony, chat and/or e-mail support) customized in response to an indication in the user profile (see e.g., para. [0030], lines 1 – 8; i.e., a comprehensive customer profile is utilized to match appropriately skilled productivity consultants for technical support of products), and the equipment profile (see e.g., para. [0028]; i.e., the equipment profile corresponds to the unique identifier), comprises information (see e.g., para. [0028]; i.e., the information corresponds to the unique identifier including the products serial number or model number) about the paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices). Matthews et al. does not specifically mention the user profile contains at least one user disability. Boies et al. teaches user profile containing at least one user disability (see e.g., para. [0010]; i.e., a user profile is used to identify a limitation, which corresponds to a disability of an individual, and the preferred content format to use with the individual). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the interactive assistance customized in response to an indication in the user profile, and the equipment profile comprising information about the paper processing machine of Matthews et al. with the user profile containing at least one user disability of Boies et al. because the user profile identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g., para.

[0010]; i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).

As to dependent claim 8, this claim is analyzed with respect to claim 2 as previously discussed above. Matthews et al. teaches routing the call to an appropriate operator at the remote service bureau (see e.g., para. [0030], lines 1 – 8; i.e., the profile or record is used to route the incoming call requesting for help to the appropriate skilled productivity consultant), wherein routing the call to an appropriate operator is based at least partly on the user profile (see e.g., para. [0030], lines 1 – 8; i.e., the evolved comprehensive customer profile are used to route incoming calls to the appropriate skilled productivity consultant). Matthews et al. does not specifically mention the user profile indicating at least one user disability. Boies et al. teaches a user profile indicating at least one user disability (see e.g., para. [0010]; i.e., a user profile is used to identify a limitation, which corresponds to a disability of an individual, and the preferred content format to use with the individual). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate routing the call to an appropriate operator at the remote service bureau, wherein routing the call to an appropriate operator is based at least partly on the user profile of Matthews et al. with the profile indicating at least one user disability of Boies et al. because the user profile identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g., para. [0010]; i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).

As to dependent claim 10, this claim is analyzed with respect to claim 3 as previously discussed above. Matthews et al. teaches receiving a video uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24), in order to provide the interactive assistance based partly upon seeing a visual image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24), and a video downlink signal for the interactive assistance provided by the remote service bureau (see e.g., para. [0016], lines 18 – 24; i.e., those skilled in the art would appreciate that a video downlink corresponds to a data transmission from the provider or Internet provider to a

Art Unit: 2179

subscriber, wherein the help requester receives a updated video link of the assistant's image). Matthews et al. does not specifically teach a video downlink signal for enhancing the interactive assistance provided by the remote service bureau. Boies et al. teaches a video downlink signal for enhancing the interactive assistance provided by the remote service bureau (see e.g., para. [0011]; i.e., the video downlink signal corresponds to enhancing video information for a hearing-impaired user requesting for assistance). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate receiving a video uplink from the person's location, in order to provide the interactive assistance based partly upon seeing a visual image from the person's location, and a video downlink signal for the interactive assistance provided by the remote service bureau of Matthews et al. with the video downlink signal for enhancing the interactive assistance of Boies et al. because the output of information requested by the user is dynamically generated to enhance the comprehension of the visual or audio information (see e.g., para. [0011]).

As to dependent claim 12:

Claim 12 incorporates substantially similar subject matter as claimed in claim 2, and are respectfully rejected along the same rationale.

As to dependent claim 18:

Claim 18 incorporates substantially similar subject matter as claimed in claim 8, and are respectfully rejected along the same rationale.

As to dependent claim 20:

Claim 20 incorporates substantially similar subject matter as claimed in claim 10, and are respectfully rejected along the same rationale.

It is noted that any citation to specific pages, columns, lines, or figures in the prior art references and any interpretation of the references should not be considered to be limiting in any way. A reference is relevant for all it contains and may be relied upon for all that it would have reasonably suggested to one having ordinary skill in the art. In re Heck, 699 F.2d 1331, 1332-33, 216 USPQ 1038, 1039 (Fed. Cir. 1983) (quoting In re Lemelson, 397 F.2d 1006, 1009, 158 USPQ 275, 277 (CCPA 1968)).

Response to Arguments

7. Applicant's arguments filed 03/23/2007 have been fully considered but they are not persuasive.

Applicant's argument that the prior art of Mathews does not teach a video uplink from the person's location and interactive assistance provided to the user of the uplink receives information based on the profile of the user and the equipment profile

Applicant argues that Mathews does not teach or suggest having a service bureau receive a video image from the person's location so that the interactive session is based at least partly upon the user profile, the visual image, and the equipment profiled (See arguments page 2).

The Examiner disagrees.

As presented in the above rejection, Mathews teaches a technical support system where a user can access a help desk to receive help from a customer service representative (See Para 0016).

Mathews also teaches the use of a user profile (See Para 0023, 0029, 0032). Mathews also teaches receiving real time video from a person's location (See Para 0041, 0047, 0065, 0095-0096). Mathews teaches a process of tailoring the product to the user based on the user profile, the equipment profile that the user possesses and the information the user needs while providing video content related to the users help request (See Para 0110-0113, 0130 and 0190-0209).

Further, Mathews teaches the human assistant can communicate through a real time voice, video, and collaboration through the Net Meeting product (See Para 0205 and 0218-0290 for the description for Net Meeting), which is an expressed example of a product that provides a video link to the user's location to hold a videoconference. Mathews further teaches that the users profile is managed and stored to provide further assistance to the user (See Para 0207), which is a teaching that the system tailors the content to the user based on the profile.

It is noted that any citation to specific pages, columns, lines, or figures in the prior art references and any interpretation of the references should not be considered to be limiting in any way. A reference is relevant for all it contains and may be relied upon for all that it would have reasonably suggested to one having ordinary skill in the art. In re Heck, 699 F.2d 1331, 1332-33, 216 USPQ 1038, 1039 (Fed. Cir. 1983) (quoting In re Lemelson, 397 F.2d 1006, 1009, 158 USPQ 275, 277 (CCPA 1968)).

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 5,933,479 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Michael al. discloses a video conferencing interface unit that is coupled to a second local communication for converting audio and video signals for transmission via a telephone line to a central service site.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 7,149,936 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Deshpande al. discloses a videoconferencing application that uses audio and video signals to capture an image of the device that needs to be services in order for the technician to remotely assist adjustments and configurations.

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Art Unit: 2179

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Steven B. Theriault whose telephone number is (571) 272-5867. The examiner can normally be reached on M, W, F 10:00AM - 8:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on (571) 272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

SBT


WEILUN LO
SUPERVISORY PATENT EXAMINER